

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

Provider	Riverside Community Care, Inc.	Provider Address	270 Bridge Street, #301 , Dedham
Survey Team	Boghoian, Mark; Calderon, Cristina; Carey-Stone, Anne; Cruz, Melanie; Louis-Disla, Marie Fabiola; MacPhail, Lisa;	Date(s) of Review	03-NOV-25 to 07-NOV-25

<b>Follow-up Scope and results :</b>						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 17 Locations 28 Audits	2 Year License	2/2	15/17	<input checked="" type="checkbox"/> Eligible for new business (Two Year License)  <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met)  <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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**Summary of Ratings**

**Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water
<b>Area Need Improvement</b>	At two of seven locations hot water temperature tested outside the required range of 110-120 degrees for the kitchen and bathroom faucets and 110-112 for showers/baths. The agency needs to ensure water temperatures are maintained to be within the required range.
<b>Status at follow-up</b>	At eleven of twelve locations, the water temperature tested within required parameters. At one home, water temperatures tested outside of required range. The agency needs to ensure that water temperatures at all homes are consistently maintained within the required parameters.
<b>#met /# rated at followup</b>	11/12
<b>Rating</b>	Met

<b>Indicator #</b>	L35
<b>Indicator</b>	Preventive screenings
<b>Area Need Improvement</b>	For three of seven individuals, routine and preventive screenings had not occurred. The agency needs to ensure that individuals receive preventive health screenings in accordance with their age and gender.
<b>Status at follow-up</b>	Ten of twelve individuals had been supported to receive routine and preventative screening in accordance with their age and gender. Two individuals were not fully supported to receive all recommended routine and preventative screenings. For several individuals who expressed preference to decline recommendations for routine and preventative screenings, the agency demonstrated ongoing documented efforts to work with each person and their guardian if applicable, to understand the importance of considering such recommendations.
<b>#met /# rated at followup</b>	10/12
<b>Rating</b>	Met

<b>Indicator #</b>	L70
<b>Indicator</b>	Charges for care calc.

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<b>Area Need Improvement</b>	For two of seven individuals, the accuracy of the charges for care calculations could not be verified. The agency needs to ensure that charges for care are calculated appropriately.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

<b>Indicator #</b>	L71
<b>Indicator</b>	Charges for care appeal
<b>Area Need Improvement</b>	For three of the seven individuals, guardians were not notified of appeal rights for charges of care. The agency needs to ensure that individuals and guardians are notified of their appeal rights for their charges for care.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

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**Administrative Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	Both Human Rights Committees did not have a minimum of five voting members and did not have a member with legal expertise. A review of meeting minutes revealed that the Human Rights Committees did not review agency policies which may impact individuals' human rights or the agency's human rights training materials and processes.
<b>Status at follow-up</b>	The agency held a Human Rights Committee (HRC) meeting on 10/01/2025 with all required membership being fulfilled. The HRC reviewed all required materials, inclusive of DPPC investigations. The agency has developed a mechanism through the use of DropBox to share HRC agenda items and materials for review in advance of scheduled meetings with HRC members, so that in the event of occasional absences/scheduling conflicts, all members are afforded the opportunity to remain active HRC members; reviewing material and providing input and feedback which is captured in HRC meeting minutes.
<b>#met /# rated at followup</b>	1/1
<b>Rating</b>	Met

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	Three of eight restraint reports were not finalized within five calendar days. The agency needs to ensure that it submits and finalizes all restraint reports within the established timeframes.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated